

.

**FENOMENA KEKHUATIRAN BERKOMUNIKASI
DI KALANGAN PELAJAR SARJANA
UNIVERSITI UTARA MALAYSIA**

**Kertas projek ini dikemukakan kepada Sekolah Siswazah
Sebagai
Memenuhi sebahagian daripada keperluan
Ijazah Sarjana Sains (Pengurusan)
Universiti Utara Malaysia**

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4 November 1998

KEBENARAN MERUJUK

Kertas projek ini dikemukakan sebagai memenuhi sebahagian daripada keperluan pengijazahan program sarjana Universiti Utara Malaysia (UUM). Saya bersetuju membenarkan pihak perpustakaan UUM mempamerkannya sebagai bahan rujukan. Saya juga bersetuju bahawa sebarang bentuk salinan sama ada secara keseluruhan atau sebahagian daripada kertas projek ini untuk tujuan akademik adalah dibolehkan dengan kebenaran penyelia saya atau Dekan Sekolah Siswazah. Sebarang bentuk salinan dan cetakan bagi tujuan-tujuan komersil dan membuat keuntungan adalah dilarang sama sekali tanpa kebenaran bertulis daripada penyelidik. Penyataan rujukan kepada penulis dan UUM perlulah dinyatakan jika sebarang bentuk rujukan dibuat ke atas kertas projek ini.

Kebenaran untuk menyalin atau menggunakan kertas projek ini sama ada keseluruhan atau sebahagian daripadanya hendaklah dipohon melalui:

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ABSTRAK

Fenomena kekhuatiran berkomunikasi merupakan salah satu aspek penting yang dikaji dalam bidang komunikasi lisan. Kejayaan dalam penggunaan PRCA-24 di Amerika Syarikat telah membolehkan instrumen tersebut digunakan dengan meluasnya di kalangan bangsa lain di luar Amerika Syarikat. Dalam kajian ini, fenomena kekhuatiran berkomunikasi dikaji dalam konteks penggunaan dwibahasa iaitu Bahasa Malaysia dan Bahasa Inggeris. Objektif kajian adalah untuk melihat perbezaan kekhuatiran berkomunikasi mengikut jantina, bangsa dan zon(negeri asal). Selain itu hubungan kekhuatiran berkomunikasi antara kedua-dua bahasa dan hubungannya dengan pencapaian akademik turut dikaji.

Seramai 182 orang pelajar sepenuh masa dan sambilan sesi 1997/98 yang mendaftar dengan Sekolah Siswazah, UUM digunakan sebagai sampel kajian ini. Dari jumlah tersebut, 114 adalah pelajar lelaki, manakala 68 orang pelajar perempuan.

Keputusan kajian mendapati wujudnya perbezaan yang signifikan di antara jantina dengan bangsa bagi kekhuatiran berkomunikasi dalam Bahasa Inggeris. Begitu juga, hasil dapatan menunjukkan terdapat hubungan yang signifikan antara kekhuatiran berkomunikasi Bahasa Malaysia dengan Bahasa Inggeris serta perhubungan antara pencapaian akademik dengan kekhuatiran dalam Bahasa Inggeris. Walau bagaimanapun, tidak terdapat hubungan yang signifikan antara kekhuatiran berkomunikasi Bahasa Malaysia dengan pencapaian akademik. Selain itu, kajian juga mendapati pelajar sarjana berhadapan dengan darjah kekhuatiran yang tinggi dalam pengucapan umum berbanding dengan konteks-konteks yang lain.

ABSTRACT

Communication apprehension (CA) is one of the most studied area in the field of communication education. The PRCA-24 has prove to be a reliable instrument in measuring the level of CA. This instrument has been widely used in other cultures other than American culture from the language point of view. The purpose of this study is to determined whether there exist a differences in the levels of CA difference between gender, race and state of origin, when students communicate in their native language and English.

The samples of the study was 182 graduate students enrolled in the May semester, 1998. Out of this, 114 were male students and 68 were female students.

Results of the study demonstrated that there was a significant difference between CA in English but not in Bahasa Malaysia with respect to gender and race. Results also showed that there was a significant relationship between CA in English and CA in Bahasa Malaysia. Also noted was a relationship between CA in English and academic achievement. These students were also found to be more apprehensive in public speaking situation more than in other situation. Suggestion for future research was also discussed.

PENGHARGAAN

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DEDIKASI

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MOGA KESABARANMU DIBERKATI ALLAH

AAS....
JADIKAN KESUKARAN SEBAGAI ASAS KEJAYAAN

PA'ID.....
MUDAH-MUDAHAN HIDUP KITA DIRAHMATI

ISI KANDUNGAN

	M/surat
KEBENARAN MERUJUK KERTAS PROJEK	i
ABSTRAK	ii
ABSTRACT	iii
PENGHARGAAN	iv
DEDIKASI	v
KANDUNGAN	vi
SENARAI JADUAL	ix
 SENARAI RAJAH.....	 x
 BAB 1 – PENDAHULUAN.....	 1
Pernyataan masalah	7
Objektif kajian.....	9
Rasional kajian.....	10
Kepentingan kajian.....	10
Definisi kajian	15
Kerangka Konseptual Kajian	16
Soalan penyelidikan.....	19
Hipotesis kajian	20
 BAB 2 - SOROTAN KARYA	 21
Punca kekhuatiran berkomunikasi	21
Bahasa dan perbezaan budaya	26
Perbezaan jantina	32
Kesan kekhuatiran berkomunikasi	34
 BAB 3 – METODOLOGI	 45
Populasi dan sampel kajian	45

Alat penyelidikan	48
Pengumpulan data	48
BAB 4 – DAPATAN KAJIAN	49
Analisis data dan dapatan	50
Kebolehpercayaan dan keesahan alat kajian	51
Pemprosesan data	52
Dapatan kajian	53
BAB 5 – PERBINCANGAN DAN KESIMPULAN	67
Perbincangan	67
Implikasi dan cadangan	80
Cadangan untuk kajian akan datang	82
Kesimpulan dan limitasi kajian	83
BIBLIOGRAFI	85
APENDIKS	
Apendiks A - Jadual kekhuatiran berkomunikasi mengikut Konteks.....	93
A-1 - Skor kekhuatiran berkomunikasi Bahasa Malaysia dan Bahasa Inggeris antara jantina.....	94
A-2- Skor kekhuatiran berkomunikasi Bahasa Malaysia dan Bahasa Inggeris mengikut kaum.....	94
A-3 – Min kekhuatiran berkomunikasi dalam Bahasa Malaysia mengikut jantina.....	95
A-4 – Min kekhuatiran berkomunikasi dalam Bahasa Inggeris mengikut jantina.....	95
A-5 – Min kekhuatiran berkomunikasi dalam Bahasa Inggeris antara kaum.....	96
A-6 – Min kekhuatiran berkomunikasi Bahasa Malaysia mengikut konteks antara kaum.....	96
A-7 – Min kekhuatiran berkomunikasi Bahasa Malaysia mengikut konteks antara zon.....	97
A-8 – Min kekhuatiran berkomunikasi mengikut konteks dalam Bahasa Inggeris mengikut zon.....	97
A-9 – Min kekhuatiran berkomunikasi Bahasa Inggeris	

mengikut konteks antara kumpulan PMK.	98
A-10 – Min kekhuatiran berkomunikasi Bahasa Malaysia mengikut konteks antara kumpulan PMK	98
A-11 – Ujian ANOVA Satu Hala antara darjah kekhuatiran berkomunikasi Bahasa Inggeris dengan Pengkhususan	99
Apendiks B - Soal selidik	100

SENARAI JADUAL

		M/surat
Jadual 1	Populasi dan sampel kajian	46
Jadual 12	Ujian Korelasi Pearson antara kekhuatiran berkomunikasi Bahasa Malaysia dengan Bahasa Inggeris	58
Jadual 13	Ujian ANOVA satu hala antara kekhuatiran berkomunikasi Bahasa Malaysia dengan pelajar dari zon yang berbeza	59
Jadual 14	Ujian ANOVA satu hala antara kekhuatiran berkomunikasi Bahasa Inggeris dengan pelajar dari zon yang berbeza	60
Jadual 15	Ujian ANOVA satu hala antara darjah kekhuatiran berkomunikasi Bahasa Malaysia dengan bangsa.	61
Jadual 16	Ujian ANOVA satu hala antara darjah kekhuatiran berkomunikasi Bahasa Inggeris dengan bangsa.	61
Jadual 17	Ujian t antara perbezaan jantina dengan darjah kekhuatiran berkomunikasi Bahasa Malaysia.	62
Jadual 18	Ujian t antara darjah kekhuatiran berkomunikasi Bahasa Inggeris dengan jantina.	63
Jadual 19	Ujian Korelasi Pearson kekhuatiran berkomunikasi Bahasa Malaysia dengan pencapaian akademik.	63
Jadual 20	Ujian Korelasi Pearson antara pencapaian akademik dengan darjah kekhuatiran berkomunikasi Bahasa Inggeris .	64
Jadual 21	Ujian ANOVA sat hala antara darjah kekhuatiran berkomunikasi Bahasa Inggeris dengan pengkhususan.	65.

SENARAI RAJAH

	M/surat
Rajah 1 Kerangka Konseptual Model	17

BAB 1

PENDAHULUAN

Komunikasi berkesan merupakan batu asas dalam perhubungan kemanusiaan dari dahulu sehinggalah ke alaf teknologi ini. Oleh itu keupayaan untuk berkomunikasi dengan baik merupakan suatu kepentingan bagi setiap individu. Kebolehan berkomunikasi membantu individu melalui proses sosialisasi secara semulajadi yang merupakan suatu keperluan dalam kehidupan seharian. Sama ada komunikasi diadakan secara diad, antara peribadi, kumpulan kecil, pengucapan umum maupun komunikasi massa, kebolehan berkomunikasi membolehkan individu tersebut memantapkan konsep sendiri dan keyakinan dirinya dalam setiap tutur kata dan tindak tanduknya. Selain itu, ia juga dapat mewujudkan dan mengekalkan perhubungan di samping mempengaruhi orang lain untuk menerima pandangan atau idea seseorang (Kelly & Watson, 1986).

Individu yang normal akan berasa sensitif terhadap persekitarannya, bertindakbalas terhadap kehendaknya dan boleh menyesuaikan tingkah laku mereka supaya mereka boleh berfungsi dengan baik sebagai sebahagian daripada persekitaran itu. Pengalaman berasa kluatir atau takut dalam persekitaran yang mengancam merupakan suatu yang normal. Biasanya seseorang individu tersebut akan cuba menarik diri atau mengelak daripada terlibat dalam situasi yang dirasakan mengancam dan tingkahlaku ini merupakan suatu yang normal (McCroskey & Richmond, 1987). Oleh itu kekhuatiran yang berpunca daripada trait merupakan suatu yang bersifat semula jadi, manakala kekhuatiran mengikut konteks, situasi dan audien merupakan sesuatu yang dipelajari. Walau apapun jenis

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